

## PCMH Provider Education Webinar #1

- I. Why Patient-Centered Medical Homes?
  - a. Increased Work Demands
    - i. Current Economic and Political Landscape
  - b. Declining Primary Care Provider Numbers
  - c. Low Provider Work Satisfaction
  - d. Low Medical Care Quality
- II. What is a Medical Home?
  - a. Characteristics
  - b. Montana's definition
  - c. Recognition
  - d. What a medical home is not
  - e. Meeting the triple aim
  - f. The ideal care model
  - g. How to become a PCMH
- III. Does it Really Work?
  - a. Quality Examples
  - b. Satisfaction Example and Cost Savings
  - c. Provider Testimonials
- IV. The Montana PCMH Advisory Council
- V. Next Webinars
- VI. Contact information

## Key Points and Overall Theme

- Identify the current problems health care while emphasizing that they are problems caused by an inefficient system, NOT provider knowledge
- Empathy for all the work providers are already doing without equitable results
- Broad overview of the PCMH concept
- How the PCMH model can be a solution to the identified problems
  - Increased work demands
  - Decline in primary care
  - Low provider satisfaction
  - Low quality care
- Why it works
  - Data
  - Testimonials to back up data
- Advisory Council
- Q&A
- Get Involved!

